

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE INVESTIGATION)	
OF RURAL TELEPHONE COMPANY'S)	CASE NO. RUR-T-06-1
COMPLIANCE WITH COMMISSION)	
RULES)	ORDER NO. 29964
)	

On December 13, 2005, a formal complaint was filed with the Commission by Merlin and Judith Lords regarding the telephone service provided them by Rural Telephone Company. On several occasions beginning in November and December 2005, Rural Telephone's customers in Atlanta, Idaho were without service. The Lords and other customers complained to the Company, and as a result, the Company on December 15, 2005 sent a letter to customers apologizing for the inconvenience caused by service outages. The Company also explained that heavy snowfall in the Atlanta area caused the outages and delayed repairs by the Company. The Company also waived its monthly service charge for customers for January 2006.

Despite the Company's response in its December 15 letter, the Lords and other customers have complained to the Commission, alleging that Rural Telephone is not in compliance with the Commission's Telephone Customer Relations Rules. Accordingly, and in response to the issues in the complaints, the Commission has determined to open an investigation to review service and customer relations issues relating to its Atlanta customers during December 2005 and January 2006. Specifically, the Commission directs the Company to respond to the following questions:

1. Pursuant to the Commission's Telephone Customer Relations Rules 501-503, are customers entitled to a refund of their monthly service charges for December 2005?
2. Did the Company adequately respond to the reports of service outage by customers?
3. What steps, if any, should the Company take to mitigate the possibility of outages caused by winter snowfalls?
4. Does the Company experience network congestion, and if so, what remedies are available?

5. Are the Company's directories in compliance with the Commission's Rules?
6. How does the Company ensure it properly identifies customers as residential or business in compliance with the terms of its tariff?

The Company is directed to respond to these and other related questions presented to it by the Commission Staff as part of this investigation.

ORDER

IT IS THEREFORE ORDERED that an investigation into the quality of Rural Telephone Company's service in its Atlanta area during December 2005 and January 2006 be initiated according to the terms of the text of this Order. The Company is directed to reply to the questions set forth in this Order as well as other questions presented to it by the Commission Staff.

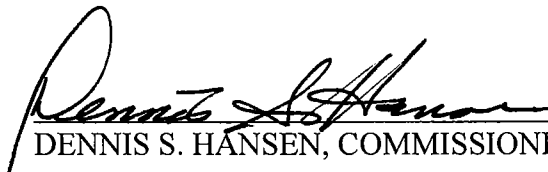
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 24th day of January 2006.



PAUL KJELLANDER, PRESIDENT

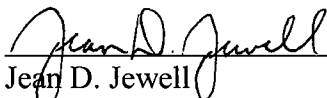


MARSHA H. SMITH, COMMISSIONER



DENNIS S. HANSEN, COMMISSIONER

ATTEST:



Jean D. Jewell
Commission Secretary

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